



## **MB2-718 Q&As**

# Microsoft Dynamics CRM 2016 Customer Service

**Pass Microsoft MB2-718 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<http://www.CertBus.com/MB2-718.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new  
published by Microsoft Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **80000+** Satisfied Customers



**Vendor:** Microsoft

**Exam Code:** MB2-718

**Exam Name:** Microsoft Dynamics CRM 2016 Customer Service

**Q&As:** Demo

**QUESTION 1**

You attempt to delete a queue in Microsoft Dynamics 365. You are not able to delete the queue.

What are two possible reasons why you cannot delete the queue? Each correct answer presents a complete solution.

- A. The queue contains a queue item.
- B. The queue has a designated email address.
- C. The queue is referenced by a routing rule.
- D. The queue has a team owner.

**Correct Answer: CD**

**QUESTION 2**

You create a service level agreement (SLA) for cases where the case priority is critical. The SLA must display a warning after 15 minutes and fail after 30 minutes.

You create a normal priority case at 16:00. You change the priority to critical at 16:15. If no action is taken, how many minutes will elapse before the SLA fails?

- A. 15 minutes
- B. 30 minutes
- C. 145 minutes
- D. 60 minutes

**Correct Answer: C**

**QUESTION 3**

Which two actions can you perform by using entitlement channels? Each correct answer presents a complete solution.

- A. Specify the number of customers allowed to use each channel \_\_\_\_
- B. Restrict users from creating cases by using specified channels.
- C. Restrict the number of child cases allowed for each parent case with a specified channel.
- D. Specify the number of cases allowed for each channel.

**Correct Answer: AB**

**QUESTION 4**

You implement the Unified Service Desk (USD). Which two statements are true when creating a hosted control?

- A. Fields that display on a form vary depending on the hosted control type.
- B. You can set a default action for the control.
- C. There are five total hosted control types available.
- D. The owner for the hosted control cannot be changed.

**Correct Answer: AB**

**QUESTION 5**

You plan to combine two cases by using the merge case process. Which option can you specify?

- A. Set a parent case.
- B. Assign the case owner.
- C. Select which case to merge into another case.
- D. Indicate which fields should be set as the master field from each case record.

**Correct Answer:** B

**QUESTION 6**

Your organization has a custom entity.

You need to ensure that the custom entity is available from the interactive service hub.

Which setting for the entity should you modify?

- A. Enable for knowledge management
- B. Enable for mobile
- C. Enable for interactive experience
- D. Enable for SLA

**Correct Answer:** D

**QUESTION 7**

Your organization uses the interactive service hub to manage cases.

You need to interact with records in a stream that displays active cases.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Add to Queue
- B. Email a Link
- C. Send Direct Email
- D. Do Not Decrement Entitlement Terms

**Correct Answer:** AD

**QUESTION 8**

Your organization's Microsoft Dynamics 365 application is configured with the default setting for parent and child case You need to resolve a parent case.

Which statement is true?

- A. All child cases are automatically resolved when you resolve a parent case.
- B. You must resolve each child case before you can resolve the parent case.
- C. You must merge the parent and child cases before resolving the case.
- D. You can resolve the parent and child cases independently of each other.

**Correct Answer:** B

**QUESTION 9**

Which queue type is created when you add a user to Dynamics 365?

- A. System
- B. Personal
- C. Escalation
- D. Shared

**Correct Answer:** D

**QUESTION 10**

You manage a Microsoft Dynamics 365 deployment You need to enable editable grids for an entity. What should you do?

- A. Customize the entity.

- B. Use the System Customizer tool.
- C. Configure the Microsoft Dynamics CRM for Outlook add-in.
- D. Modify the system settings.

**Correct Answer:** A

**QUESTION 11**

Which three of the following are valid survey response actions?

- A. Restart Survey
- B. Toggle Visibility
- C. Auto-Populate
- D. End Survey
- E. Chain Survey

**Correct Answer:** ADE

**QUESTION 12**

The time period for a goal was not set correctly. You need to ensure that a user can correct the goal. What should you do?

- A. Change the manager for the goal.
- B. Add a new goal metric.
- C. Add a child goal with the correct time period that is owned by the user.
- D. Add a parent goal with the correct time period that is owned by the user.

**Correct Answer:** A

**QUESTION 13**

You create a Voice of the Customer survey.

You need to configure an automatic response each time a customer completes the survey.

Which feature or component should you use?

- A. rule
- B. piped data
- C. linked question
- D. Microsoft Azure Content Delivery Network (CDN)

**Correct Answer:** A

**QUESTION 14**

You have the Customer service representative security role. You apply a filter to the active case system view. You need to save the view. What should you do?

- A. Create a personal view.
- B. Save the filtered view.
- C. Pin the view.
- D. Use Save As and give the view a new name.

**Correct Answer:** D

**QUESTION 15**

You create and activate an entitlement. The start and end dates for the entitlement are in the future. What is the status of the entitlement?

- A. Not started

- B. On Hold
- C. Pending
- D. Waiting

**Correct Answer: D**

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

# Trying our product !

- ★ **100%** Guaranteed Success
- ★ **100%** Money Back Guarantee
- ★ **365 Days** Free Update
- ★ **Instant Download** After Purchase
- ★ **24x7** Customer Support
- ★ Average **99.9%** Success Rate
- ★ More than **69,000** Satisfied Customers Worldwide
- ★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

## Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <b>One Year Free Update</b> <p>Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <b>Money Back Guarantee</b> <p>To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <b>Security &amp; Privacy</b> <p>We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information &amp; peace of mind.</p>
---	---	--

[Guarantee & Policy](#) | [Privacy & Policy](#) | [Terms & Conditions](#)

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © 2004-2017, All Rights Reserved.